

Highlights

- Microsoft SharePoint-based portal provides a robust platform that allows Wellmont Health System to standardize, manage and present policy and procedure information
- Increases patient safety and care
- Robust document searching and archiving
- Document audit trails meets legal requirements
- Electronic workflow processes streamline policy creation, review and approval
- Solution organizes structured and unstructured information
- Ease of use increases internal care provider satisfaction

Wellmont Health System

The Aspect Policy and Procedure framework delivers a comprehensive policy and procedure solution

**The Company**

Founded in 1996, Wellmont Health System delivers superior healthcare with a vision to deliver the best healthcare anywhere. Wellmont is the premier healthcare provider in the Tri-State region, with hospitals and healthcare facilities in Northeast Tennessee, Southwest Virginia and Southeast Kentucky.

The Business Challenge

This fast-growing healthcare provider was seeking to update their internal policy and procedures processes because they were outgrowing their existing system. In addition, their existing system handicapped their internal processes in the following ways:

- Growing internal employee dissatisfaction using existing system
- Users had to know precisely where to search for policies because existing system lacked robust searching capabilities
- Existing system did not provide audit trails and document versioning
- Policy approvers had to override system errors caused by inaccurate document dating which delayed policy adoption
- Policy documents had to be converted into HTML code during nightly batch processing which took up to three hours to complete

The Solution

Aspect implemented the comprehensive Aspect Policy and Procedure management system to streamline Wellmont Health System's internal policy processes. The Aspect Policy and Procedure solution enables healthcare organizations to better align employees, business processes, data and technology to improve patient safety and care.

The Aspect Policy and Procedure management system uses Microsoft Office SharePoint technologies to standardize, manage, store, archive and present policy and procedure documents. In addition, the portal solution organizes structured and unstructured information into a central and easy to use platform.



The Aspect Policy and Procedure solution is providing Wellmont Health System with a custom document management system that meets current requirements while providing an environment for future growth.

Results

- Increases patient safety and care
- Reliable and consistent internal policy processes
- Improves internal user satisfaction
- Robust document searching capabilities
- Audit trails comply with legal requirements
- Workflow processes reduce email traffic and simplify policy creation, review and approval processes

Key Solution Components

- Microsoft SharePoint 2007
- Microsoft Server 2008
- Microsoft SQL Server 2005

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

